

Life Events (also called Interim Changes)

- 1) When an interim change is reported on an active MA case in CARES, process the change in CARES.
 - If the household remains eligible, no further action is required.
 - If any member of the household is no longer eligible for MA in CARES, take the following action:
 - Use the **MHC App Screening Tool** to determine whether the customer is eligible for “MAGI” or “QHP.” The Excel file is available in your local office’s shared drive and opens as a read-only version. The file also appears as **Attachment B-1** for Excel 2007 users and **Attachment B-2** for Excel 2003 users.
 - If the result of the screening is “QHP,” follow your local office’s procedure for “handoff” of the CARES screen prints and the change form to the on-site Navigator. The Navigator will assist the customer in enrolling in a Qualified Health Plan. Your local office procedure should include the following steps:
 - Write on the documents the IRNs (Client IDs) for each household member to ensure a correct match in MHC.
 - Inform the Navigator if anyone included on the case was determined eligible under current Medicaid rules.
 - If the result of the screening tool is “MAGI,” use the appropriate workaround in **Attachment C-1, Attachment C-2 or Attachment C-3**.
- 2) When an interim change is reported for a customer who is active in MMIS as a Single Adult (the new A01 coverage group), take the following action:
 - If the customer is reporting the addition of a child:
 - Complete a 491 Change Form and fax it to PAC team at (410) 528-6047. The PAC team will close the A01 case on MMIS.
 - Pend an FAC application in CARES.
 - For all other changes in circumstances, complete a 491 Change Form and fax it to PAC at (410) 528-6047.
- 3) When an interim change is reported for a customer whose MA case is in MHC:
 - If the customer is not active in CARES, complete a 491 Change Form and fax it to the **MHC Call Center** at 1-855-642-8574.
- 4) When an interim change is reported for a Food Supplement, Temporary Cash Assistance, Temporary Disability Assistance Program or a Child Care Subsidy (POC) case and the customer does NOT have an active MA case in CARES you must check MMIS and MHC to determine if any further action is required:
 - **Check MMIS.** If an active case is found for any of the household members, follow the steps outlined in # 2 above.
 - **Check MHC.** If an active case is found for any of the household members, follow the steps outlined in # 3 above.

Note: If ALL household members are active on MMIS, you do not have to check MHC.